

OK TO ENTER: /CL/

PATENT
POU920030115US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|------------------------------|---|----------------------|
| In re Application of: |) | |
| CHRISTOPHER R. VINCENT |) | Group Art Unit: 2168 |
| Serial No.: 10/680,282 |) | |
| Confirmation No.: 7369 |) | Examiner: C. Ly |
| Filed: October 7, 2003 |) | |
| For: WEB BROWSER CONTROL FOR |) | |
| CUSTOMER SUPPORT |) | |
| _____ |) | |

AMENDMENT AFTER FINAL
UNDER 37 C.F.R. § 1.116

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

In response to the Office Action dated September 19, 2008, in connection with the above-identified application, please enter and consider the following amendment and remarks. An extension of time is hereby requested to extend the due date for this response to March 19, 2009.

I hereby certify that this correspondence is
being electronically transmitted to the United
States Patent and Trademark Office on 3/19/09.
Date

Stephen Bongini
Applicant, Assignee, or Representative
/Stephen Bongini/
Signature